

## Commercial Technical Assistance Center Services

### CTAC provides the following services:

- [Technical assistance on the NC State Building Codes \(commercial\)](#)
- [Approval of single trade or maintenance permits on commercial projects](#)
- [Demolition permits on commercial projects](#)
- [Fire restoration permits](#)
- [CTAC Walk-thru plan review](#)
- [Electronic Plan Submittal & Review on small commercial projects](#)

### Do you have questions about the commercial code?

Call the **Commercial Technical Assistance Center**, 704-432-4668

OR

Send us your questions and get the answers you need by e-mail.

[Bill Farnsworth](#), [Nicholas Gripp](#), [Calvin Laton](#), [Craig Sloop](#), [Debra Trout](#), & [Scott Westbrook](#) are the Plans Examiners for CTAC. Commercial customers can visit CTAC in the County's Building Development Center at 700 N. Tryon Street, Charlotte, NC. Or send an email to: [CTAC](#).

### [Frequently Asked Questions](#)

CTAC is aimed at anyone involved in a commercial project, including the owner, developer, engineer, architect or contractor. It is not intended to be a second opinion on a code interpretation already given by a plan reviewer or inspector. Questions can be answered before the permitting process begins. After you've entered into the preliminary code review or permit application process, the interpretations of your reviewer or inspector prevail.

For commercial code interpretation questions, visit or call CTAC at 704-432-4668

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To check the status of a CTAC project during review click [here](#), or contact one of the CTAC Coordinators [Adreinna Jerald-Johnson](#) and [Masika Edwards](#)

### Commercial Sub Permits (single trade permits)

Stand-alone permits may be issued for minor work on a case-by-case basis. Commercial Sub-permits are handled through the Commercial Technical Assistance Center (CTAC). Customers are required to come in person to our offices at 700 N Tryon Street, 1st Floor or submit an on-line application through the contractor's dashboard. The appropriate sub-permit application must be completed and signed and accompanied by a completed and signed address verification form. *If the sub-permit is for work being performed on a project under construction, please bring a copy of the approved drawings in order to verify the work being permitted.* If the work being requested on the sub-permit application requires drawings, the customer will be notified and the customer

will need to submit drawings for review, either through On Schedule Review or CTAC review.

Sub-permits can also be submitted through the TIP program. Mecklenburg County requires contractors to have a permit for certain projects and now it is an easy online process. The contractor [Trades Internet Permits \(TIP\)](#) online process allows you to enter details of the work being performed for projects that do not require a Building permit, pay the permit fee and print the permits.

### **Special Events**

From major conventions and international sporting events to community-based festivals, parades and athletic activities, the City of Charlotte and Mecklenburg County are proud to host nationally recognized events each year.

It is our goal to enhance the vitality, quality of life, and economic prosperity of Mecklenburg County along with the Towns of Cornelius, Davidson, Huntersville, Matthews, Mint Hill and Pineville.

Please visit the [Special Events](#) page for a full program description.

### **Interior Demolition permits**

Interior Demolition permits for commercial work are issued through the CTAC division. Interior Demolition is the demolition of interior components that do not affect rated assemblies and/or load bearing walls. Customers will need to complete a building permit application, obtain an address verification form and submit these items to CTAC.

### **Total Demolition permits**

Total Demolition permits for commercial structures are also issued through the CTAC division. Customers need to assemble the information listed on the [COMMERCIAL TOTAL DEMO SUBMITTAL SHEET](#).

Links:

[Neshap Form](#) On this link, scroll to Notifications and click the NESHAP Notification of Demolition and/or Renovation form.

[Health Department](#) On this link, click the Demo/Move Permits for information on demolition and to obtain forms.

[Construction and Demolition Recycling](#) - Find out what you can recycle and reuse. Visit our [C&D website](#) for more information.

### **Fire Repair and Restoration Projects**

When preparing to permit commercial fire repair and/or restoration projects please refer to our [Fire Restoration Project Procedures](#) document and utilize our modified [2012 Appendix B](#) for Fire Restoration to ensure efficient service.

### **Walk Thru Review via CTAC**

[Walk Thru Review via CTAC](#) - Walk Thru Review via CTAC allows [Superior Performing Teams](#), teams where all team members have an individual score of 85% or better, to submit small projects through the CTAC area and wait for the plan review to be completed. The seal holders must be present for the review and the permit application must be complete. This is offered from 8:30 - 10:30 daily, first come first serve, with no more than 5 projects reviewed per day. The [Walk Thru Steps document](#) is a guide on working through the process. If submitting through this system, please complete a [CTAC Walk Thru Submittal](#) form to accompany the project drawings.

### **CTAC Review**

Small projects may be channeled through Commercial Technical Assistance Center (CTAC).

### **CTAC Electronic Plan Submittal**

Beginning November 1, 2012 the complete CTAC process, permitting, plan submittal and plan review can be accomplished from your computer. Code Enforcement customers with an established Contractor account and properly licensed, can submit a permit application and attach the electronic plans in PDF format for projects fitting the CTAC plan submittal project types listed below and according to the [Guidelines for Packaging Drawings for CTAC EPS](#). Click [HERE](#) for a brief description of the process. You may also view a [FLOWCHART](#) of the CTAC-EPS process. A step by step process may be viewed [HERE](#). Electronic Plan Submittal requirements are as follows:

- Project types are limited to the "Project Types Accepted in CTAC", listed below
- Project plans shall be compiled into one PDF file including an Appendix B and a table of contents (file size limit 40MB).
- Drawings shall be orientated as Landscape & formatted to scale on 24" x 18" minimum page size.
- Drawings shall be bookmarked by page.
- The gate keeper checklist and any other supporting documents shall be separate attachments.
- The electronic permit application must be complete and include all associated trade contractors.
- Submittal of Revised Plans must be packaged with the disapproved sheets in front of the revised sheets.
- If the submittal is an RTAP, a copy of the approved project's plans must be included in the submittal as a separate file. RTAP projects that do not require a new permit must **currently** be submitted through the paper process.

Failure to comply with these requirements will result in cancellation of the project and permit application.

### **A Step-by-Step Process for Paper Submittal**

(This process has changed since the implementation of the electronic process)

The customer must choose to either convert their paper plans into an electronic PDF Format or encounter additional fees for Code Enforcement to manage this process.

### **Step 1**

Time delays will be encountered during this process.

Submit project to the CTAC Coordinator. You will need to submit the following:

1 sets of drawings (minimum 18" X 24"), bound and stapled, with an Appendix B and table of contents

1 completed Building Permit application (with contractor/sub-contractors/cost of construction).

1 [Letter of Authorization](#) from the General Contractor listed on the permit (when applicable).

1 [Address Verification form](#)

1 [Plan Submittal for CTAC Plan Review](#) form

1 completed [Self-Gatekeeping Checklist](#)

### **Step 2**

Once project is accepted, the CTAC Coordinator will contact a vendor to pick up the plans to convert them into an electronic PDF format. The vendor will send the electronic file to the CTAC Coordinator along with a bill for the conversion services. This process could add one or more days to the process.

**Option:** The customer may choose to perform this step themselves to avoid unnecessary time delays and pay for the plan conversion services. The customer may return to our facilities where Code Enforcement staff can assist them in submitting their project using our lobby computers (first time only).

### **Step 3**

The CTAC Coordinator sets up the project and starts the plan review process

### **Step 4**

CTAC review is typically a 5-day review process and approved projects will be issued permits at the time of approval, subject to permit application completion.

Disapproved projects will be returned with comments summarizing the defects.

Once the project is approved, additional administration fees of \$31.60 per hour plus plan conversion fees from the vendor will be added to the permit/plan review fees for the project.

### **Project Types Accepted in CTAC**

The following project list indicates projects generally thought to be eligible for Commercial Walk-Through Review (CTAC Review). Note: Customers should confirm eligibility for CTAC review in advance. Those projects which CTAC cannot review will be referred to On Schedule Plan Review. The CTAC

reviewers will make the final decision/determination of specific project eligibility.

Beginning March 5, 2008, CTAC Review will review Business and Mercantile up fits and renovations up to 10,000 sf. This is a change from the previous threshold of 7,500 sf. No other changes have been made to the eligible project types.

- Handicap Ramps
- Deck Additions
- Interior Up fits, Business and Mercantile occupancy, 10,000 sf and less
- Business and Mercantile renovations of areas up to 10,000 sf
- Office/Warehouse with the office area up to 10,000 sf and no work being performed in the warehouse
- Small additions, up to 400 sf\*
- Accessory buildings up to 400 sf\*
- Bathroom additions and renovations up to 1000 sf\*
- Minor fire/smoke repairs and minor structural fire repair\*
- Special events and amusements (tents, haunted houses, NCAA events, golf events, NASCAR events, NBA events, NFL events)
- Interior pre-fabricated offices (modular petitioning)
- Canopies
- Co-locations on communication towers
- Grease interceptors
- Oil/water separators
- Adding new plumbing, electrical, and mechanical (less than 5,000 sf)
- Pedestrian bridges not connected to buildings
- Parking lots
- Facade changes\*
- Hood replacements
- Above ground tanks
- Pools (only if part of a pre-approved project by Zoning)
- Racking systems 12 feet to top of storage(High Piled Combustible must go through On Schedule Review)
- Retaining walls that are not part of the construction of a building. They must be stand alone retaining walls.

Any project that requires City Engineering approval or the Northern Small Towns (Davidson, Cornelius, Huntersville) Zoning approval must have approval prior to submitting to CTAC.

\*Projects within the following Zoning Districts are not eligible for the Walk-Through Process: Historic Landmark, Historic District, MUDD, UMDD, PED, TOD, & UR.

CTAC will not review projects that are:

- Change of occupancies/use
- Assembly occupancy
- Medical offices (i.e.: Dental offices, Plastic Surgery, I-2 occupancies, Doctor's offices, Chiropractor offices, etc.)

- Daycare
- Business occupancies with sit down food consumption
- Hazardous occupancies and equipment
- Factory/industrial occupancies
- Dry cleaners using hazardous materials
- Live-Work units

*rev. 12/27/13*